

**From:** Enovos Service [serviceline@enovos.eu](mailto:serviceline@enovos.eu)  
**Subject:** Re: Buy electric  
**Date:** 9 March 2020 at 09.45  
**To:** [nielsulrikreinwald@gmail.com](mailto:nielsulrikreinwald@gmail.com)

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Dear Mr.Reinwald,

Referring to your e-mail request dated on 27.02.2020, we inform you that customers in Europe cannot buy from any location outside national borders as Suppliers have their limited supply-territory. In our case, we are only present in Luxembourg, Germany and France.

For further information or practical advice, please contact our Serviceline (Mon-Fri: 08h00-20h00, Sa: 09h00-18h00) on the toll free number 8006-6000 and on (+352) 2737-6000, if you are calling from abroad, or by e-mail [serviceline@enovos.eu](mailto:serviceline@enovos.eu).

We are pleased to welcome you in our Customer Service Center at:

- enoshop Bertrange Shopping Center La Belle Etoile (Mon-Fri: 09h00-20h00, Sat: 09h00-18h00)
- enoshop Ingeldorf Cactus Ingeldorf (Mon-Fri: 09h00-20h00, Sat: 09h00-18h00)
- enoshop Luxembourg-City 9, bd Roosevelt (Mon-Fri: 08h00-18h00)
- enoshop Esch/Alzette 2, Domaine Schlassgoard (Mon-Fri: 08h00-17h30)

Yours sincerely,

Enovos Luxembourg S.A.  
Serviceline

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T 8006-6000  
T (+352) 2737-6000  
F (+352) 2737-6111  
M [serviceline@enovos.eu](mailto:serviceline@enovos.eu)  
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2, domaine du Schlassgoard  
L-4327 Esch-sur-Alzette  
Adresse postale: L-2089 Luxembourg  
[www.enovos.eu](http://www.enovos.eu)

----- Original E-Mail -----

From: [nc-reply@enovos.lu](mailto:nc-reply@enovos.lu)  
To: [serviceline@enovos.eu](mailto:serviceline@enovos.eu)  
Date: Feb 27, 2020, 4:25:45 PM  
Subject: Buy electric



Prénom :Niels Ulrik  
Nom : Reinwald  
Email : [nielsulrikreinwald@gmail.com](mailto:nielsulrikreinwald@gmail.com)  
Sujet : Buy electric

Message : Hello. I would like to buy electric from your company. As I understand it customers in Europe can buy from any location outside national borders. Yo supply green electric. I like. Please send contract and prising in tital pr. unit kWh. Thank you  
Niels Ulrik Reinwald <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0944>